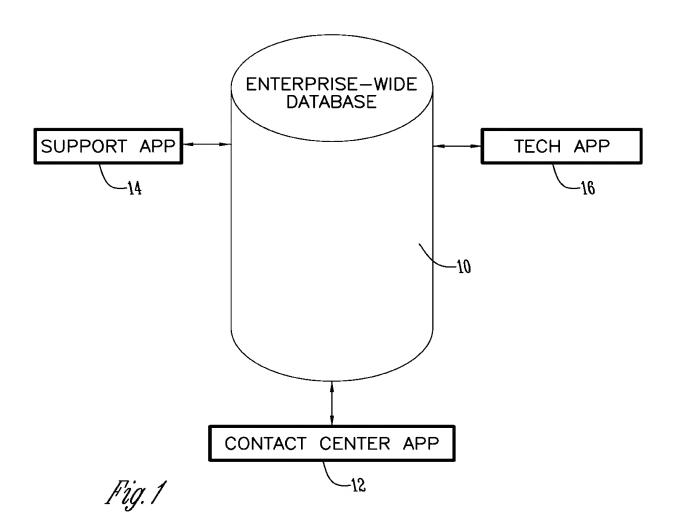
Inventor: PFIFFNER, KIMBERLY ANN
Docket No: P04763US00 - CC CENTRAL
Title: METHOD, SYSTEM & APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT
Replacement sheet 1 of 7



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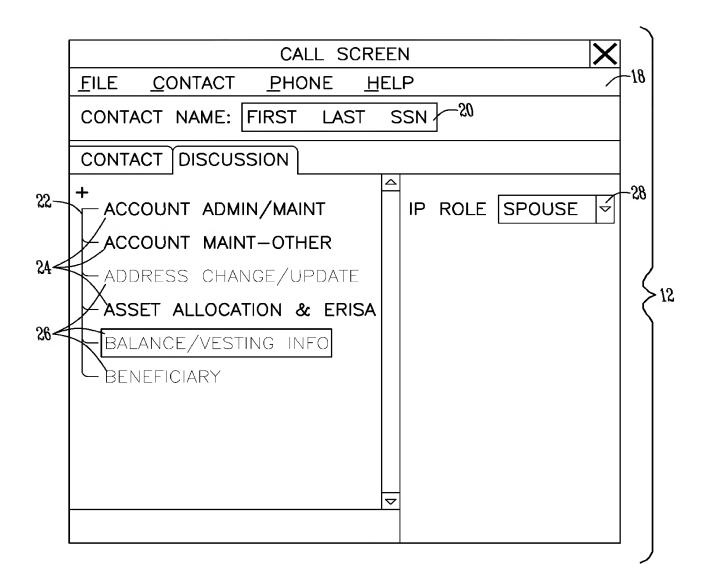


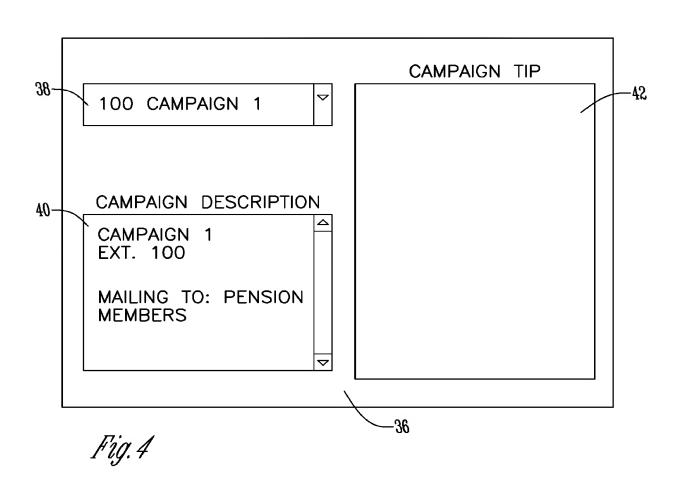
Fig.2

Inventor: PFIFFNER, KIMBERLY ANN
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CALL SCREEN -18 **FILE** CONTACT **PHONE HELP** -50 CONTACT NAME: FIRST SSN / LAST CONTACT DISCUSSION CONTACT HISTORY -30 SCHEDULED CONTACTS -32 ASSOCIATED CAMPAIGNS CURRENT CAMPAIGN -34 -36

Fig.3

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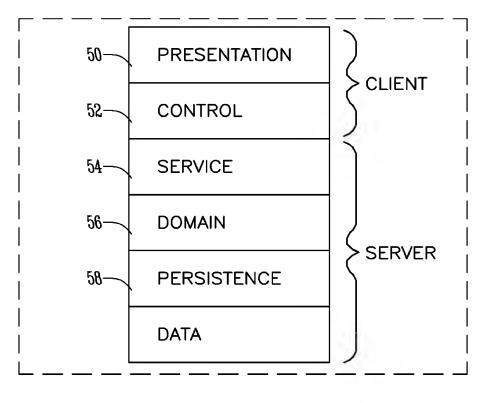


Fig.5

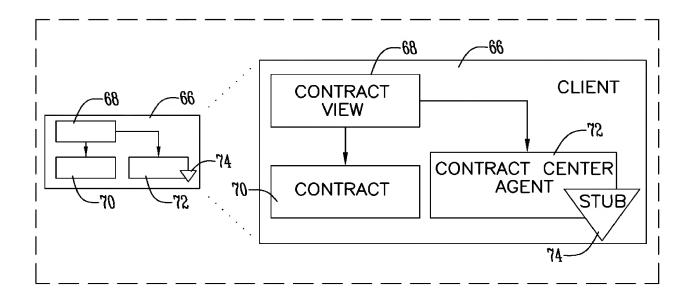


Fig. 6

Inventor: PFIFFNER, KIMBERLY ANN
Docket No: P04763US00 - CC CENTRAL
Title: METHOD, SYSTEM & APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT
Replacement sheet 6 of 7

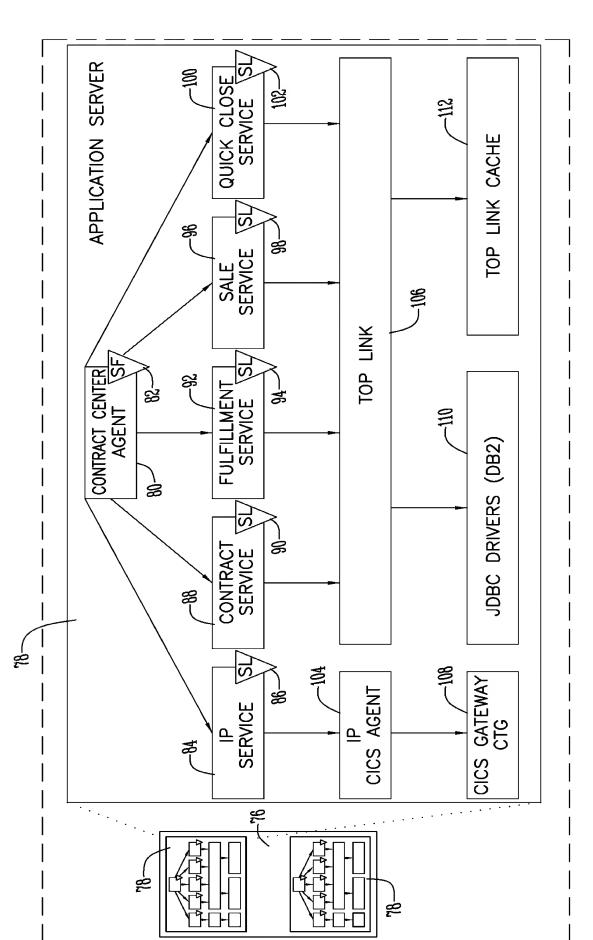


Fig. 1

Inventor: PFIFFNER, KIMBERLY ANN
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